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In the event of a regional incident, the highest level of State leadership needs to determine the order in which business services are restored. COOP is a state-wide, multiple-year program documenting the recovery of Delaware State Government services in a systematic order, per the State's Criticality Rating Scale.

State of Delaware Criticality Rating Scale		
1	CRITICAL	(Services that Affect Public Safety/Public Health) Loss of this business function threatens the ability of the state to operate. Loss of business function disrupts the security and well being of the state.
2	SIGNIFICANT	(Financials/Revenue Generating Services Ex: Division of Revenue, Corporations) Loss of these business functions significantly reduces the effectiveness of the state's operations. Loss of business function has a negative citizen impact and affects the financial well being of the state.
3	MODERATE	(Services that are critical to Department Ex: DNREC, DMV) Loss of business function affects multiple state agencies/school districts and their ability to operate. Loss of business function has a negative citizen impact
4	LIMITED	(Services that are critical to Division Ex: fishing licenses, permits) Loss of these business functions are limited to only the person or department using the application. Loss of these business functions have little or no effect on the state's ability to carry on business.
5	MINIMAL	(Ex: Petty Cash, Office activities) Loss of business function does not have a direct impact on the department's ability to do business.

